

In response to 47 CFR 1.415 requesting problems for visually impaired using mobile technology. I submit the following information of my personal experiences and support promoting and encouraging mobile technology to aid visually impaired by addressing telecommunications and FCC regulations in a competitive market place. This information is based upon my own research and analysis stemming from a personal experience of which I believe is general information that I have come to know and be accustomed with during my transactions of trying to purchase a mobile phone, mobile phone services, and obtaining information on software applications to suit my own accessibility issues. A mobile device provides a life line of greater independence with confidence for me and others sharing within this highly developed society. The following will discuss my concerns and experiences with regard to mobile technology for low vision users.

Improved modern technology and mobile access is everywhere and crosses many levels of business, personal, and social realities. Technology is making it possible to have a paperless society. In the USA today, banking requires the use of your own computer. The Bank of America on-line account does not have ANY accessibility tab within their website which addresses visual impaired clients and their needs. This creates a great problem. However, there are many more issues; individuals in this country need access to a variety of technology in a multitude of ways in order to handle necessary business, community, and pleasure transactions.

While being active in my community I walk and often my cell phone is my life line. It provides access to community with confidence that my visual impairment challenges. Thank goodness for 411 connect and the ability of the operator to connect me to someone who can help me. When I get lost, or need directions or when there is construction or other obstacles it is nice to have a cell phone and find out what types of options there are and within the business community, when time is of the essence. A cell phone that allows me to navigate the menus, pull down context windows, and one that will either read out loud to me these options or magnify them large enough to identify. Icons help tremendously as color selections and shapes offer symbolic differences easier to use on my home computer and mobile technology.

Many visually impaired could benefit more from mobile technology that the current carriers and mobile phone makers are not promoting. As market tends to go where the most profit will be. Please encourage the mobile markets producing Low Vision Mobile Technology.

It is difficult shopping for this technology. I am looking for a mobile application which is taking an aggressive stance of developing for the Low Vision Market. The latest and greatest new cell phones do not offer selections of low vision technology for mobile phones and carriers presented which actually work in most regions within all of the United States. The key here is that mobile technology does not always need connectivity to run software applications which are used daily.

There are a number of functions I would like to seek on a mobile phone which are separate from access to the internet. GPS Location with Map Quest, Word Document, Reading, Videos, Textbooks, and other libraries of which I would like to view. Similar to the iPhone, iPad, iBook, Linden, and Notebook. The problem I have with those applications is that I can not see their menus to navigate through their applications and I would need to install a magnifier or screen reader to access such information, or the company should install one that could be used. Companies are not required to allow or provide this application.

With appropriate mobile software applications on the market to suit low vision users needs, what is the overall expectation that FCC can oversee? Public access to public records should be resolved so that I can view the public access information and handle my own personal, business, and overall needs. Formats which are on-line by City, County, State, and Federal matters should be accessible in formats that allow my visual aids to work. A universal application could not possibly be identified and required because it would violate private enterprise, and place the burden of meeting low vision adaptive technology needs on the Government. So with no where to turn, I'd like to point ongoing matters in California for AB32 and SB375 initiate volunteer programs to resolve the emissions and reduction of vehicle miles traveled. The point is that low vision needs may never reach the point of public concerns for health, safety, and welfare regarding Greenhouse Gas as those issues affects a majority.

screen magnifier and reader apps for mobile phones (either Code Factory or Nuance)I understand that there is an application which uses a live feed feature and magnifies up to 20 times the size - but I haven't used it or been able to figure out how to what type of phone I will need and I have not yet tried it out.

I can not find information on my phone and Icon options would really help me if they were larger and more distinctive rather than font menus.

Currently, when I need to place a call I just use 411 as I am unable to locate and run through my contact list. I do need a new phone, but I'm holding out for one that will allow me multiple uses. The testers I have so far used, may be great for one thing, but not for enough things to make a high dollar purchase cost effective.

Here is a list of what I'm looking for in a cell phone.

- o Screen magnifier and reader
- o GPS Navigation with Map Quest or similar options
- o Icon options for menus (consistent recognizable)
- o Speaker jack

- o Recorder/dictation
- o USB / ie connector / HDMI / Memory Card
- o Conversion application takes OS windows XP or Vista 32 or 64 bit config systems to the wireless carriers
- o Digital Camera / Video 12 megepixel autofocus
- o OCR / Text to Speach/ Speach Recognition (KNFB Reader)
- o Voice recognized command for users
- o Voice to Text
- o Adaptable connections with universal compatible access
- o Connectivity of use where I live and go

Tracking of progress is exhausting and important as this mobile era reaches new height with video conferencing features. Could improve capabilities for deaf and the visually impaired. It is hard to tell which direction markets will go. For example

<http://www.appolicious.com/finance/articles/3426-nine-things-you-need-to-know-about-4g-networks> shows, 35 mobile markets have been developed by Sprint.

On my home computer, reading on-line articles that tempt new mobile technology are short on meeting access needs by low vision users, yet, I will continue to check them out. Networking information to the viewship of mobile technology dreamers like me Sprint does not address Low Vision access.

Verizon customer service tells me they do not have any interest in the market and they do not have accessibility specialists. The feedback I get from AT&T is favorable and their mobile equipment which is currently being provided appears to be the platforms I need to get the most functionality in a mobile cell phone device, however, I like verizon, because all my family, friends, and contacts are verizon. The compromise is to get an AT&T mobile cell phone, but do not use it as a cell phone. Instead get just a basic phone and do what I'm currently doing now. But I do not want my contacts to no longer keep in touch because I'm no longer Verizon.

AT&T Wireless seems to be the only carrier remotely interested and doing anything to help me regarding recomendations to technology and better uses. In fact, they recommend testing Nuance, Code Factory, and have told me that I can purchase a phone and test it out for 30 days, and then return it if it does not work with the software application as if I had hoped. That's amazaing! Yet, still planning and getting all those things figured out and I will have to wait until Winter break when I have time to do that. As I can't drive.

I'll stick with my basic phone in the mean time. Of course, a basic phone does not take pictures,

videos, and does not allow other applications to be added. This issue drives me to think it is all just a matter of preference. Using one device over another device depends upon the users capabilities and needs.

I'm ready to purchase a new cell phone. Which one do I purchase and is there someone who can line me up with one or someone who knows what Low Vision options are going to work for me? The answer is no. Not a single mobile phone store in California, or within my Region has anything to recommend or offer me that compares to what the KNFB Reader application provides through the use of a european Nokia mobile phone. My problem is, I still have to figure out the menus and how to use the KNFB Reader. Technologies result with me having to try things out that do not work in order to find the things that do work -- and this gets pretty expensive. The applications that I need to try out for my low vision needs are not easy to try out on potential cell phones. I would really like to have a magnification or reader application on ANY phone, but no one will help me.

I found an on-line forum that I can go to, but they are located in europe. As soon as I have time, I will ask them about their Nokia N8 and accessibility applications they recommend. I have also found AT&T may be starting display of their new phones with application to work for visually impaired. Most likely I will need to switch to AT&T, even though the region I'm currently in is just starting to increase their service areas. A Low Vision FCC forum could build the community of low vision users to sharing personal experiences and remedies to the issues mentioned withi this docket submittal. I found [www.nokian8forum.com](http://www.nokian8forum.com) and I will follow up on what they are offering.

I've gone to the wireless carriers and while everyone I speak with has much to say about what may work, no one has actually ran a test and resolved issues to identify what works, how it works, and if it's a good enough use to match the need and the price.

Quality of life for low vision users may be demonstrated by how many applications are sold, distributed, and of course by seeing people use these technologies when they are out and about. FCC could approach mobile technology and work for the future of people who just do not have the opportunity or support system that I currently have. With technology coming and going no one wants to flip the bill for this market which could change at any moment. The greatest market appeals to the greatest sales. A main point here is that small numbers on a huge population is a lot of money. Why not develop a universal application which appeals to services including Verizon, Sprint, and AT&T which can be applied to all their products and users driving their automobiles or needing hands free, eyes free use?

Two weeks ago while I was in a Land Use Law class, the instructor passed out a two page case brief and asked the class to read it while he stepped out to get a drink of water. When he returned, we would be discussing the case. I quickly pulled out my trial KNFB Reader mobil phone and plugged

my headphones in, took a picture of the document and the KNFB Reader ran it through the OCR process and read it back to me. This process allowed me to keep up with my peers, and I knew what was going on, could participate, and was really impressed. The confusion is that this is a mobile phone and I was using it as an assistive device which in essence a personal preference application. The bridge that needs to be made from mobile technologies to the use of mobile phone applications is one that improves quality of life.

The experience left me realizing how I could some day be sitting at a conference table in a meeting and be faced with the same scenario. What a benefit having a mobile phone that can do more than be a phone. With internet access one only needs to take a picture and upload a .jpeg, .pdf, and other documents on to [www.free-ocr.com](http://www.free-ocr.com) the website is easy enough for anyone to use AND it's free. In my day to day business transactions I need to be mobile and discrete. When it takes me three to five times longer to read and handle manual issues, I get isolated in my home, what I need to do is leave my home and pack up all my gear rather than sit down and work on a computer all day. Having a mobile phone with apps that suit my daily needs allows me to be active, stay alert, and improves not only my physical health, but my mental health.

The 1990's was the era of "Can you hear me now?" I want an era of "can you read it out loud now?" Can FCC Regulations become a stronger force and allow our nation to lead mobile application companies to launch a "Can you read it now" era? Let us not forget to include the braille on mobile technology. I'm just trying to catch up. Many visually impaired people do not know preferences and options are changing in their favor. Options should be advertised on the radio, TV, and media. Not just through sources like National Library for the Blind, Lighthouse, Abridged, and other non profit or cooperatives.

It appears much is dependent upon what products are being manufactured and not what can be manufactured. There are three phones I'm currently looking at: Nokia N8, Dell Streak, and the Blackberry Torch. All appear to be good contenders and I think this appears to be a hobby I have driven myself to. Today on the KNFB Reader website they are offering a package deal which saves the user nearly \$700, however the phone they are using, I have already tried and think while the application is great, the phone is not. It should be noted that the phone KNFB Reader is giving away for free is the same phone I've tested and found problematic and leaves me thinking perhaps I would be happier with the Nokia N86, or some other phone. However, KNFB Reader states you must purchase a phone and then try it out.

Has anyone in California tested the N86 out with the KNFB Reader application? KNFB Reader says no. Code Factory? Nuance? What applications if any? Now there is a newer Nokia N8. I have spoken with KNFB Reader and they do not give a lot of information other than they have a stock of about 11 Nokia N86 of which they will be happy to sell me and I can try it out. But I don't get my

money back on the phone, if I'm unhappy with it. The KNFB Reader application is offered for a 30 day trial, and I'm actually borrowing (as a tester) an older phone with KNFB Reader application on it right now. So it appears a risky purchase to make. My confidence in the KNFB Reader and their company is questionable. The options of which were displayed at a CSUN Conference in San Diego in March of 2010 and were appearing to work there on the N86 models but not working the same on this older cell phone model of which I currently am testing. Why should I have to spend that kind of money on KNFB Reader application if it's offered for free on-line? Perhaps the free phone which is currently being offered with a 2 year AT&T carrier service includes the KNFB Reader application for only \$900 will leave me with just another device that works great but I won't be able to work the phone as a phone and will have to pay for it anyway. Getting a cell phone should not be this difficult.

The problem is that if one wants to improve their quality of life through a mobile phone, money must be spent. Why not get the phone which will work best with the application? Many Visually impaired people face a problem bridging the access to mobile technology knowledge and a financial means. What other phones are out there and what other software applications for mobile phones are there? Perhaps people will begin writing software applications for visual needs and for folks who are driving their cars?

Nokia, as of the first week of September 2010, do not know if KNFB Reader will work with the new N8. Further when I spoke with KNFB Reader in September, they wrote back to me indicating that they will not know when KNFB Reader application is going to be tested.

It is appearing to me that KNFB Reader has too high of a price tag, and their technology and marketing is taking a bow to the mobile boom. The buzz of Mobile technology may leave low vision users behind, unless the FCC has some creative and innovative people to collaborate with. My efforts will soon peak when I make my next cell phone purchase and adapt to the mobile platform I choose, FCC will you please help me and others who are in similar situations?